Company Tracking Number: G10-02

TOI: LTC03G Group Long Term Care Sub-TOI: LTC03G.001 Qualified

Product Name: Group Long-Term Care Insurance Advertising

Project Name/Number: Group Long-Term Care Insurance Advertising/G10-02

# Filing at a Glance

Company: Metropolitan Life Insurance Company

Product Name: Group Long-Term Care SERFF Tr Num: META-126510636 State: Arkansas

Insurance Advertising

TOI: LTC03G Group Long Term Care SERFF Status: Closed-Filed State Tr Num: 44940 Sub-TOI: LTC03G.001 Qualified Co Tr Num: G10-02 State Status: Closed

Filing Type: Advertisement Reviewer(s): Marie Bennett

Author: Cherise Crittenden Disposition Date: 03/08/2010

Date Submitted: 02/22/2010 Disposition Status: Filed

Implementation Date Requested: On Approval

Implementation Date Requested: On Approval

implementation bate requested. On Apple

State Filing Description:

## **General Information**

Project Name: Group Long-Term Care Insurance Advertising Status of Filing in Domicile: Authorized

Project Number: G10-02 Date Approved in Domicile: Requested Filing Mode: Domicile Status Comments:

Explanation for Combination/Other:

Market Type: Group

Submission Type: New Submission Group Market Size: Small and Large

Overall Rate Impact: Group Market Type: Employer

Filing Status Changed: 03/08/2010 Explanation for Other Group Market Type: State Status Changed: 03/08/2010

Deemer Date: Created By: Cherise Crittenden

Submitted By: Cherise Crittenden Corresponding Filing Tracking Number: Filing Description:

Commissioner of Insurance

Arkansas Department of Insurance

1200 West 3rd St.

February 20, 2010

Little Rock, AR 72201-1904

Re: Metropolitan Life Insurance Company ("MetLife") Individual Long-Term Care Insurance Advertising

Company Tracking Number: G10-02

TOI: LTC03G Group Long Term Care Sub-TOI: LTC03G.001 Qualified

Product Name: Group Long-Term Care Insurance Advertising

Project Name/Number: Group Long-Term Care Insurance Advertising/G10-02

NAIC No. 65978 - FEIN No. 13-5581829 MetLife Company Filing No. G10-02

Advertising Form Number Brief Description of Advertising Material

ADF#1849.07(Rev.12/09) Helping Hand Admin Text/Blurb

ADF#1850.07(Rev.12/09) Consequences Admin Text/Blurb

ADF#1851.07(Rev.12/09) Age 29 or 92 Admin Text/Blurb

ADF#1852.07(Rev.12/09) Caregiver Dilemma Text/Blurb

#### Dear Sir/Madam

We enclose for filing electronic copies of the group long-term care advertising materials described below. The material are intended for use with group long-term care policy forms G.LTC197 approved by your Department September 28, 1998, policy form G.LTC1597 approved by your Department September 1, 1998, and policy form GPNP99-LTC approved by your Department February 22, 2000.

The advertising materials are new and do not replace materials previously filed with your Department.

We consider the material Invitation to Inquire advertisement.

This electronic submission includes the following:

- the advertisement
- the NAIC form
- an explanation of variables identifying how the variable material will be modified
- this letter
- See the EFT Transmittal for the \$50.00 filing fee.

Please advise us of your action on this submission in accordance with your usual procedures.

If you have any questions or comments, please do not hesitate to contact me.

# **Company and Contact**

#### **Filing Contact Information**

Cherise Crittenden, Consultant-Compliance ccrittenden@metlife.com

MKTG

57 Green Farms Road 203-221-6594 [Phone]

Westport, CT 06880

Company Tracking Number: G10-02

TOI: LTC03G Group Long Term Care Sub-TOI: LTC03G.001 Qualified

Product Name: Group Long-Term Care Insurance Advertising

Project Name/Number: Group Long-Term Care Insurance Advertising/G10-02

**Filing Company Information** 

Metropolitan Life Insurance Company CoCode: 65978 State of Domicile: New York

MetLife Group Code: -99 Company Type: Life

1095 Avenue of the Americas Group Name: State ID Number:

New York, NY 10036-6796 FEIN Number: 13-5581829

(212) 578-2211 ext. [Phone]

-----

# **Filing Fees**

Fee Required? Yes

Fee Amount: \$200.00

Retaliatory? No

Fee Explanation: \$50.00 per adv x 4 = \$200.00

Per Company: No

COMPANY AMOUNT DATE PROCESSED TRANSACTION #

Metropolitan Life Insurance Company \$200.00 02/22/2010 34349469

 SERFF Tracking Number:
 META-126510636
 State:
 Arkansas

 Filing Company:
 Metropolitan Life Insurance Company
 State Tracking Number:
 44940

Company Tracking Number: G10-02

TOI: LTC03G Group Long Term Care Sub-TOI: LTC03G.001 Qualified

Product Name: Group Long-Term Care Insurance Advertising

Project Name/Number: Group Long-Term Care Insurance Advertising/G10-02

# **Correspondence Summary**

## **Dispositions**

Status	Created By	Created On	Date Submitted
Filed	Marie Bennett	03/08/2010	03/08/2010

Company Tracking Number: G10-02

TOI: LTC03G Group Long Term Care Sub-TOI: LTC03G.001 Qualified

Product Name: Group Long-Term Care Insurance Advertising

Project Name/Number: Group Long-Term Care Insurance Advertising/G10-02

# **Disposition**

Disposition Date: 03/08/2010

Implementation Date:

Status: Filed Comment:

Rate data does NOT apply to filing.

 SERFF Tracking Number:
 META-126510636
 State:
 Arkansas

 Filing Company:
 Metropolitan Life Insurance Company
 State Tracking Number:
 44940

Company Tracking Number: G10-02

TOI: LTC03G Group Long Term Care Sub-TOI: LTC03G.001 Qualified

Product Name: Group Long-Term Care Insurance Advertising

Project Name/Number: Group Long-Term Care Insurance Advertising/G10-02

Schedule	Schedule Item	Schedule Item Status	<b>Public Access</b>
Supporting Document	Cover Letter		Yes
Supporting Document	NAIC form		Yes
Supporting Document	Advertising Material Highlighted versions		Yes
Supporting Document	Explanation of variables		Yes
Form	Helping Hand Admin Text/Blurb Yes		Yes
Form	Consequences Admin Text/Blurb Yes		Yes
Form	Age 29 or 92 Admin Text/Blurb		Yes
Form	Caregiver Dilemma Text/Blurb		Yes

 SERFF Tracking Number:
 META-126510636
 State:
 Arkansas

 Filing Company:
 Metropolitan Life Insurance Company
 State Tracking Number:
 44940

Company Tracking Number: G10-02

TOI: LTC03G Group Long Term Care Sub-TOI: LTC03G.001 Qualified

Product Name: Group Long-Term Care Insurance Advertising

Project Name/Number: Group Long-Term Care Insurance Advertising/G10-02

## Form Schedule

Lead Form Number: ADF#1849.07(Rev.1209)

Schedule	Form	Form Type	Form Name	Action	<b>Action Specific</b>	Readability	Attachment
Item	Number				Data		
Status							
	ADF#1849. 07(Rev.12/ 09)	_	Helping Hand Admin Text/Blurb	Initial		0.000	ADF#1849.07 _Rev.1209_H elping Hand.pdf
	ADF#1850. 07(Rev.12/ 09)	ū	Consequences Admin Text/Blurb	Initial		0.000	ADF#1850.07 _Rev.1209_C onsequences. pdf
	ADF#1851. 07(Rev.12/ 09)	_	Age 29 or 92 Admin Text/Blurb	Initial		0.000	ADF#1851.07 _Rev.1209_A ge 29 or 92.pdf
	ADF#1852. 07(Rev.12/ 09)	_	Caregiver Dilemma Text/Blurb	Initial		0.000	ADF#1852.07 _Rev.1209_C aregiver Dilemma.pdf

## Helping Hand

The possibility of needing long-term care services is something we all face, regardless of age. To some, the decision to ask for help can be just as unpleasant as the prospect of needing care. Long-term care insurance can provide a much needed helping hand to your loved ones: lessening the strain without sacrificing your life savings or control over your care. With MetLife Group Long-Term Care Insurance, you can feel assured that you've taken steps to prepare for whatever uncertainties the future holds. It may be one of the easiest decisions you'll ever face. For more information, please [[call 1-800-438-

2 6388] [or] visit us online at [www.metlife.com/mybenefits] [click here for more information].]

## Consequences

Americans are living longer lives, but living longer may also mean there is a greater likelihood of developing a chronic condition that requires assistance with day-to-day activities. Having the financial resources to pay for care is just one of the many challenges you may have to confront. The MetLife Group Long-Term Care Insurance Plan can help you prepare for the future, and help protect your family and retirement savings from the consequences of needing long-term care. For more information,

- 1 please [[call 1-800-438-6388] [or] visit us online at [www.metlife.com/mybenefits]
- **2** [click here for more information].]

## Age 29 or 92

Would you expect your friends or family to pay to replace your car if you were in an accident? Probably not, that's why you have car insurance. So why would you expect your loved ones to assume the cost if you needed long-term care services as a result of that accident? Long-term care needs are not covered by medical or disability insurance, and an illness or accident that requires this type of care can happen without warning, whether you're age 29 or 92. Protect yourself and your loved ones from the consequences of possibly needing long-term care services. To [apply for] MetLife's

- 2 Group Long-Term Care Insurance plan or for more information, please [[call 1-800-438-
- 6388] [or] visit us online at [www.metlife.com/mybenefits] [click here for more information].]

## **Caregiver Dilemma**

Millions of Americans struggle to balance their responsibilities on the job and at home while caring for an adult family member or friend. If you have ever experienced a caregiving situation, either yourself or through someone else, you can appreciate the challenges that present themselves. Having MetLife Group Long-Term Care Insurance can make all the difference to you and your caregivers. For more information, please

[[call 1-800-438-6388] [or] visit us online at [www.metlife.com/mybenefits] [click here for more information].]

Company Tracking Number: G10-02

TOI: LTC03G Group Long Term Care Sub-TOI: LTC03G.001 Qualified

Product Name: Group Long-Term Care Insurance Advertising

Project Name/Number: Group Long-Term Care Insurance Advertising/G10-02

# **Supporting Document Schedules**

Item Status: Status

Date:

Satisfied - Item: Cover Letter

Comments: Attachment:

AR\_Cover Letter.pdf

Item Status: Status

Date:

Satisfied - Item: NAIC form

Comments: Attachment:

AR \_ NAIC\_\_Group.pdf

Item Status: Status

Date:

Satisfied - Item: Advertising Material Highlighted

versions

**Comments:** 

**Attachments:** 

ADF#1849.07\_Rev.1209\_Helping Hand - Highlighted.pdf ADF#1850.07\_Rev.1209\_Consequences - Highlighted.pdf ADF#1851.07\_Rev.1209\_Age 29 or 92 - Highlighted.pdf ADF#1852.07\_Rev.1209\_Caregiver Dilemma - Highlighted.pdf

Item Status: Status

Date:

Satisfied - Item: Explanation of variables

Comments:

Attachments:

EOV ADF#1849.07\_Rev.1209\_Helping Hand.pdf EOV ADF#1850.07\_Rev.1209\_Consequences.pdf EOV ADF#1851.07\_Rev.1209\_Age 29 or 92.pdf 

 SERFF Tracking Number:
 META-126510636
 State:
 Arkansas

 Filing Company:
 Metropolitan Life Insurance Company
 State Tracking Number:
 44940

Company Tracking Number: G10-02

TOI: LTC03G Group Long Term Care Sub-TOI: LTC03G.001 Qualified

Product Name: Group Long-Term Care Insurance Advertising

Project Name/Number: Group Long-Term Care Insurance Advertising/G10-02

EOV ADF#1852.07\_Rev.1209\_Caregiver Dilemma.pdf

Metropolitan Life Insurance Company 57 Greens Farms Road, Westport, CT 06880 Tel 203 221-6594 Fax 203 221-6573 ccrittenden@metlife.com



**Cherise Crittenden** 

Long-Term Care

February 20, 2010

Commissioner of Insurance Arkansas Department of Insurance 1200 West 3<sup>rd</sup> St. Little Rock, AR 72201-1904

Re: Metropolitan Life Insurance Company ("MetLife")

Individual Long-Term Care Insurance Advertising NAIC No. 65978 - FEIN No. 13-5581829 MetLife Company Filing No. **G10-02** 

Advertising Form Number	Brief Description of Advertising Material
ADF#1849.07(Rev.12/09)	Helping Hand Admin Text/Blurb
ADF#1850.07(Rev.12/09)	Consequences Admin Text/Blurb
ADF#1851.07(Rev.12/09)	Age 29 or 92 Admin Text/Blurb
ADF#1852.07(Rev.12/09)	Caregiver Dilemma Text/Blurb

#### Dear Sir/Madam

We enclose for filing electronic copies of the group long-term care advertising materials described below. The material are intended for use with group long-term care policy forms G.LTC197 approved by your Department September 28, 1998, policy form G.LTC1597 approved by your Department September 1, 1998, and policy form GPNP99-LTC approved by your Department February 22, 2000.

The advertising materials are new and do not replace materials previously filed with your Department.

We consider the material Invitation to Inquire advertisement.

This electronic submission includes the following:

- the advertisement
- the NAIC form
- an explanation of variables identifying how the variable material will be modified
- this letter
- See the EFT Transmittal for the \$50.00 filing fee.

Please advise us of your action on this submission in accordance with your usual procedures.

If you have any questions or comments, please do not hesitate to contact me.

Sincerely

Cherise Crittenden

Consultant-Compliance/Mtkg-AD

Cherise Crittender

# Life, Accident & Health, Annuity, Credit Transmittal Document

Reset Form

1.	Prepared for the State of	ARKANSAS					
•							
2.	State Tracking ID  Department Use Only						
	State Trueming 10						
3.	Insurer Name & Address	Domicile	Insurer License Type	NAIC Group	NAIC#	FEIN#	STATE#
Long 57 G	opolitan Life Insurance Company -Term Care Insurance Division reens Farms Road port, CT 06881-9909	New York	A&H	241	65978	13-5581829	
4.	Contact Name & Address	Telephone	#	Fax#		E-mail Address	
Metr Long 57 G	ise Crittenden opolitan Life Insurance Company t-Term Care Insurance Division reens Farms Road port, CT 06881-9909	-		203.221.6573		ccrittenden@met	tlife.com
5.	Requested Filing Mode  Review & Approval						
6.	Company Tracking Number	G10-02					
7.	<b>⊠</b> New Submission □	Resubmissi	ion Prev	vious file #			
			dual	Franchise			
8. Market		Group		☐ Small ☐ Large X Small and Large  X Employer ☐ Association ☐ Blanket ☐ Discretionary ☐ Trust ☐ Other:			
9.	Type of Insurance	LTC03G	Group Long-To	erm Care Insuran	ice		
10.	Product Coding Matrix Matrix Filing Code	LTC03G	.001- Qualified				

Effecti	ive March 1, 2007					
11.	Submitted Documents	FORMS				
12.	Filing Submission Date	February 21, 2010				
13.	Filing Fee (If required)	Amount \$200.00 . Check Date See EFT transaction  Retaliatory Yes No Check Number See EFT transaction				
14.	Date of Domiciliary Approval	NA New York does not require LTCI advertising to be filed.				
15.	15. Filing Description: GROUP LONG-TERM CARE INSURANCE ADVERTISING MATERIAL(S)					
	PLEASE SEE COVER LETTER					
	View Complete Filing Description					
	Certification (If required)					
		wed the applicable filing requirements for this filing, and complies with all applicable				
statut	statutory provisions for the state of <u>ARKANSAS</u>					
Print	Name Cherise Crittenden	Title: Consultant-Compliance/Marketing/AD				
Origi	Original Signature Cherist Oristenden February 21, 2010					

17.	Form	Filing Attachment
This filing transmittal is part of company tracking number		G10-02
This fili	ng corresponds to rate filing company tracking number	NA

	Document Name	Form Number		Replace Form Number
	Description			Previous State Filing Number
01	Helping Hand Admin Text/Blurb	ADF#1849.07(Rev.1 2/09)		
02	Consequences Admin Text/Blurb	ADF#1850.07(Rev.1 2/09)	☐ Initial ☐ Revised ☐ Other	
03	Age 29 or 92 Admin Text/Blurb	ADF#1851.07(Rev.1 2/09)	☐ Initial ☐ Revised ☐ Other	
04	Caregiver Diemma Text/Blurb	ADF#1852.07(Rev.1 2/09)	☐ Initial ☐ Revised ☐ Other	
05			☐ Initial ☐ Revised ☐ Other	
06			☐ Initial ☐ Revised ☐ Other	
07			☐ Initial ☐ Revised ☐ Other	
08			☐ Initial ☐ Revised ☐ Other	
09			☐ Initial ☐ Revised ☐ Other	
10			☐ Initial ☐ Revised ☐ Other	
11			☐ Initial ☐ Revised ☐ Other	
12			☐ Initial ☐ Revised ☐ Other	

LH FFA-1

18.	Rate Filing Attachment						
This filing transmittal is part of		NA					
This filing corresponds to form filing company tracking number							
Overall percentage rate impact	Overall percentage rate impact for this filing %						
	Document Name  Description	Affected Number			Previous State Filing Number		
01	Description			□ N			
01				□ New         □ Revised         Request +%%         □ Other			
02							
03				☐ Other  New ☐ Revised Request + % %			
04				□ Other			
05				New			
06				New			
07				New			
08				New			
09 LH RFA-1				□ New           □ Revised           Request +%%           □ Other			

2007 National Association of Insurance Commissioners

# **Helping Hand**

The possibility of needing long-term care services is something we all face, regardless of age. To some, the decision to ask for help can be just as unpleasant as the prospect of needing care. Long-term care insurance can provide a much needed helping hand to your loved ones: lessening the strain without sacrificing your life savings or control over your care. With MetLife Group Long-Term Care Insurance, you can feel assured that you've taken steps to prepare for whatever uncertainties the future holds. It may be one of the easiest decisions you'll ever face. For more information, please [[call 1-800-438-6388] [or] visit us online at [www.metlife.com/mybenefits] [click here for more

information].]

## Consequences

Americans are living longer lives, but living longer may also mean there is a greater likelihood of developing a chronic condition that requires assistance with day-to-day activities. Having the financial resources to pay for care is just one of the many challenges you may have to confront. The MetLife Group Long-Term Care Insurance Plan can help you prepare for the future, and help protect your family and retirement savings from the consequences of needing long-term care. For more information,

- 1 please [[call 1-800-438-6388] [or] visit us online at [www.metlife.com/mybenefits]
- 2 [click here for more information].]

## Age 29 or 92

Would you expect your friends or family to pay to replace your car if you were in an accident? Probably not, that's why you have car insurance. So why would you expect your loved ones to assume the cost if you needed long-term care services as a result of that accident? Long-term care needs are not covered by medical or disability insurance, and an illness or accident that requires this type of care can happen without warning, whether you're age 29 or 92. Protect yourself and your loved ones from the consequences of possibly needing long-term care services. To [apply for] MetLife's

- 2 Group Long-Term Care Insurance plan or for more information, please [[call 1-800-438-
- 6388] [or] visit us online at [www.metlife.com/mybenefits] [click here for more information].]

## **Caregiver Dilemma**

Millions of Americans struggle to balance their responsibilities on the job and at home while caring for an adult family member or friend. If you have ever experienced a caregiving situation, either yourself or through someone else, you can appreciate the challenges that present themselves. Having MetLife Group Long-Term Care Insurance can make all the difference to you and your caregivers. For more information, please

[[call 1-800-438-6388] [or] visit us online at [www.metlife.com/mybenefits] [click here for more information].]



#### **EXPLANATION OF VARIABLE MATERIAL**

#### **INVITATION TO INQUIRE**

#### **HELPING HAND BLURB**

FORM NUMBER: ADF#1849.07(Rev.12/09)

There are two types of variable material set forth in brackets within the enclosed form. These are:

- 1. Illustrative material; and
- 2. Specific variable material

### **ILLUSTRATIVE MATERIAL**

Illustrative material consists of entries such as logos, numbers, names, company names, group numbers, phone numbers, street addresses, website addresses, administrative codes and dates which may be varied.

Design (look) of material may vary. For example, photos may be inserted or removed, color scheme may be one, two, three or four-color, and size and format may be adjusted. Design changes will not affect the specific variable material or the text included in the piece.

### SPECIFIC VARIABLE MATERIAL

SECTION	<u>ITEM</u>	EXPLANATION
Front of Blurb	1	Item may appear as is, may be omitted or may be revised to show the correct phone number. Call Center hours may be added with the phone number. This is determined on a case by case basis.
	2	Item may appear as is, may be omitted or may be revised to show a company specific website address.  A link to the appropriate website, or an electronic presentation may also be added. This is determined on a case by case basis.



#### **EXPLANATION OF VARIABLE MATERIAL**

#### **INVITATION TO INQUIRE**

### **CONSEQUENCES BLURB**

FORM NUMBER: ADF#1850.07(Rev.12/09)

There are two types of variable material set forth in brackets within the enclosed form. These are:

- 1. Illustrative material; and
- 2. Specific variable material

### **ILLUSTRATIVE MATERIAL**

Illustrative material consists of entries such as logos, numbers, names, company names, group numbers, phone numbers, street addresses, website addresses, administrative codes and dates which may be varied.

Design (look) of material may vary. For example, photos may be inserted or removed, color scheme may be one, two, three or four-color, and size and format may be adjusted. Design changes will not affect the specific variable material or the text included in the piece.

### SPECIFIC VARIABLE MATERIAL

SECTION	<u>ITEM</u>	EXPLANATION
Front of Blurb	1	Item may appear as is, may be omitted or may be revised to show the correct phone number. Call Center hours may be added with the phone number. This is determined on a case by case basis.
	2	Item may appear as is, may be omitted or may be revised to show a company specific website address.  A link to the appropriate website, or an electronic presentation may also be added. This is determined on a case by case basis.



#### **EXPLANATION OF VARIABLE MATERIAL**

#### **INVITATION TO INQUIRE**

### AGE 29 OR 92 BLURB

FORM NUMBER: ADF#1851.07(Rev.12/09)

There are two types of variable material set forth in brackets within the enclosed form. These are:

- 1. Illustrative material; and
- 2. Specific variable material

#### ILLUSTRATIVE MATERIAL

Illustrative material consists of entries such as logos, numbers, names, company names, group numbers, phone numbers, street addresses, website addresses, administrative codes and dates which may be varied.

Design (look) of material may vary. For example, photos may be inserted or removed, color scheme may be one, two, three or four-color, and size and format may be adjusted. Design changes will not affect the specific variable material or the text included in the piece.

#### SPECIFIC VARIABLE MATERIAL

SECTION	<u>ITEM</u>	EXPLANATION
Front of Blurb	1	Item may appear as is or may be revised to show "enroll in" if guaranteed issue is available.
	2	Item may appear as is, may be omitted or may be revised to show the correct phone number. Call Center hours may be added with the phone number. This is determined on a case by case basis.
	3	Item may appear as is, may be omitted or may be revised to show a company specific website address. A link to the appropriate website, or an electronic presentation may also be added. This is determined on a case by case basis.



#### **EXPLANATION OF VARIABLE MATERIAL**

#### **INVITATION TO INQUIRE**

### **CAREGIVER DILEMMA BLURB**

FORM NUMBER: ADF#1852.07(Rev.12/09)

There are two types of variable material set forth in brackets within the enclosed form. These are:

- 1. Illustrative material; and
- 2. Specific variable material

#### ILLUSTRATIVE MATERIAL

Illustrative material consists of entries such as logos, numbers, names, company names, group numbers, phone numbers, street addresses, website addresses, administrative codes and dates which may be varied.

Design (look) of material may vary. For example, photos may be inserted or removed, color scheme may be one, two, three or four-color, and size and format may be adjusted. Design changes will not affect the specific variable material or the text included in the piece.

#### SPECIFIC VARIABLE MATERIAL

SECTION	ITEM	EXPLANATION
Front of Blurb	1	Item may appear as is, may be omitted or may be revised to show the correct phone number. Call Center hours may be added with the phone number. This is determined on a case by case basis.
	2	Item may appear as is, may be omitted or may be revised to show a company specific website address.  A link to the appropriate website, or an electronic presentation may also be added. This is determined on a case by case basis.